



## Hub Dialer Patch Through Instructions

### Introduction

Thank you for volunteering! This program hopes to make thousands of phone calls into Senate District 40 to targeted voters. The purpose of these calls is to talk to voters about the upcoming special election in Senate District 40, but with an added bonus! We can patch the voter through to the Miami Dade Supervisor of Elections so that they may request an Absentee Ballot.

That's right – after you speak with a voter, you can press a button via your computer and patch that voter through to the Supervisor of Elections so that they may request a Vote by Mail ballot. We hope to drive up the number of Democrats that are Voting by Mail in Senate District 40! Senate District 40 is a Democratic District – If we can get our voters out – WE WILL WIN!!!

Couple of things before we get started:

1. Caller must call between the office hours at the Miami Dade Supervisor of Elections which are 8 am and 5 pm.
2. Caller must have a computer and a phone – the patch through system requires a computer
3. Caller must RSVP with their point of contact with the campaign – We will be refreshing lists daily, we will need to provide you with the most current list number and pass word to login.

### Getting Started

RSVP Your Organization

You must RSVP your organization by emailing \_\_\_\_\_ or calling \_\_\_\_\_. We would like your organization to adopt a day of the week in which you will be calling into SD 40. It is our hope that each DEC or Club/Caucus will put together a weekly phone bank to aid our efforts in SD 40.

Once you have RSVP'd you will receive an email that will provide you with the login credentials for that day's list. The email with this information will be updated daily. THIS IS REALLY IMPORTANT!!! If you do not have the current login – You cannot login!!!!

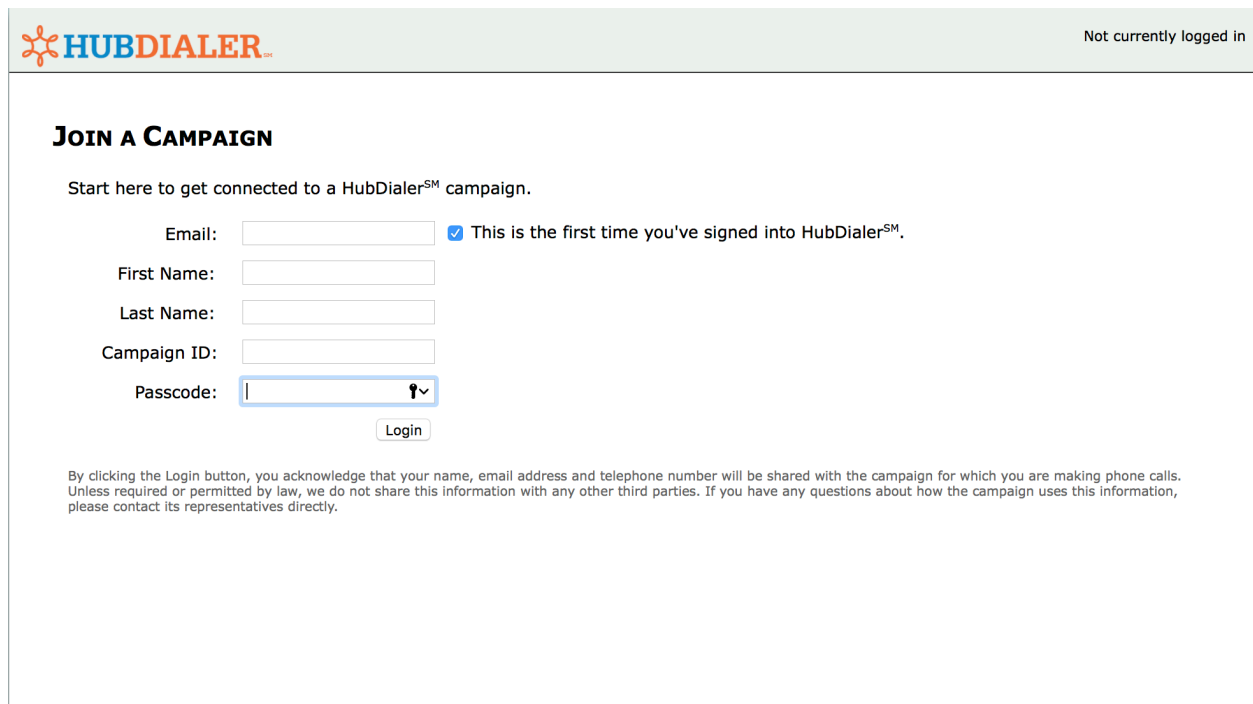
## Logging into Hub Dialer

### Step 1

Open your web browser (chrome, fire fox etc.) and proceed to the website [www.hubdialer.com](http://www.hubdialer.com). In the upper right hand corner, you will see a “sign in” prompt. Please select “sign in as a volunteer”

### Step 2

You will be directed to a screen that looks like this:



**HUBDIALER** Not currently logged in

### JOIN A CAMPAIGN

Start here to get connected to a HubDialer<sup>SM</sup> campaign.

Email:   This is the first time you've signed into HubDialer<sup>SM</sup>.

First Name:

Last Name:

Campaign ID:

Passcode:

Login

By clicking the Login button, you acknowledge that your name, email address and telephone number will be shared with the campaign for which you are making phone calls. Unless required or permitted by law, we do not share this information with any other third parties. If you have any questions about how the campaign uses this information, please contact its representatives directly.

If this is the first time you have used Hub dialer please enter your email, first name, last name, campaign ID and Passcode (which will be provided in the daily email.)

### Step 3

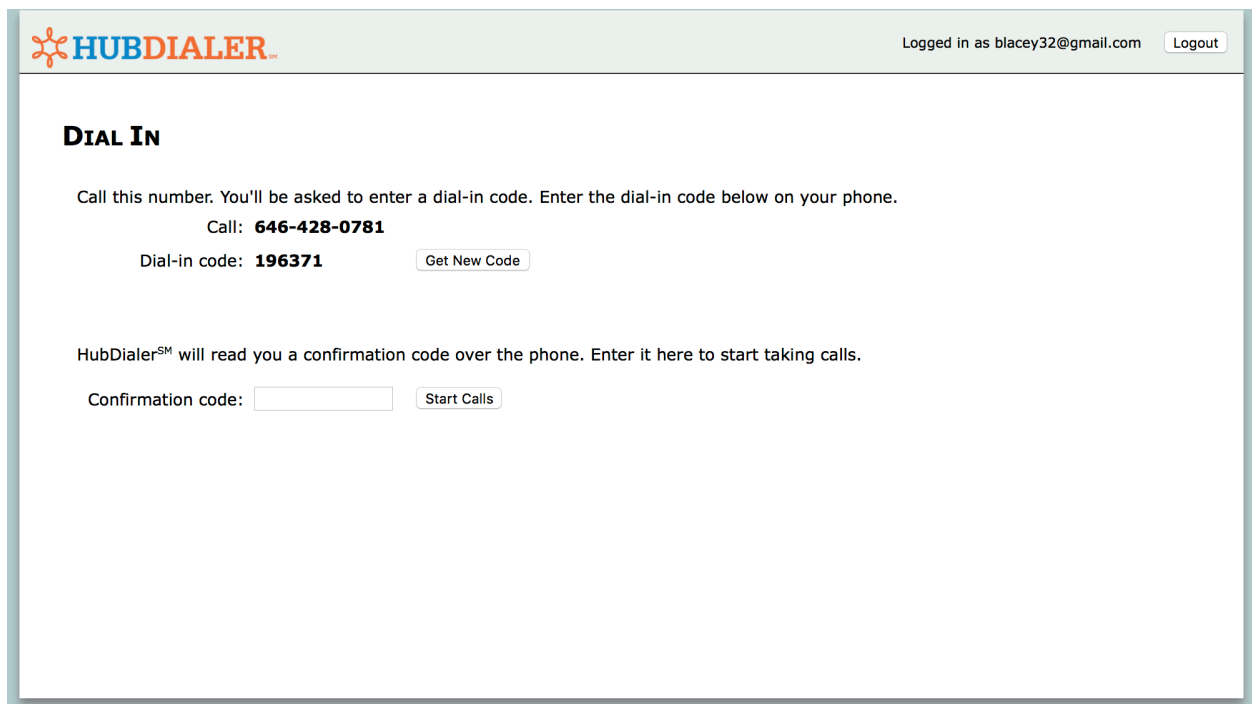
You will be directed to a page that has instructions on how hub dialer works. Included in this page is a preview of the script. Please take time to review the script, so that you are familiar

with the day's talking points (feel free to paraphrase the script in your own words, so it sounds natural – but don't skip a single question! We need this information to GET OUT THE VOTE!

At the very bottom of the page is a button that says "Let's get Started" – Remember once you hit that button you will be live!

Let's Get Started!

## Making Calls



The screenshot shows the HubDialer web interface. At the top left is the HubDialer logo, and at the top right, it says "Logged in as blacey32@gmail.com" with a "Logout" button. The main content area is titled "DIAL IN" and contains the following text and form elements:

Call this number. You'll be asked to enter a dial-in code. Enter the dial-in code below on your phone.  
Call: **646-428-0781**  
Dial-in code: **196371**

HubDialer<sup>SM</sup> will read you a confirmation code over the phone. Enter it here to start taking calls.  
Confirmation code:

The next page will prompt you to dial a call-in number and enter a dial in code. When you dial the telephone number and dial in code, you will be given a confirmation code. Enter the confirmation code and press start calls.

Once you have entered your confirmation code you will be taken to the call screen. On the left-hand side of the page you will see the call prompt.

## Call Disposition

- Voice Mail
- Not Home
- Wrong Number
- Refused/Hung Up
- Do Not Call
- Language Barrier
- Deceased
- No Answer
- Busy

## Notes

### Call Control

Next Script

Make Call

Hangup Call

### Technical issue?

Report Bad Call

Because we are calling cell phones, each call has to be prompted. To make a call please press "make call".

Also on the left-hand side of the screen is where you disposition the call. The call dispositions are what you enter when the call is not connected (not home, wrong # etc)

### Talking to Voters

The whole point of these calls is to encourage voters to vote by mail! Remember this is a special election that no one knows about and comes on an obscure date in September! If we are to win we must:

1. Tell the voter there is a special election
2. Turn our voters out!

All the people on these lists are Democratic voters! We don't need to tell them to vote Democrat. We need to tell them to vote!

Hi my name is \_\_\_\_\_, and I am a volunteer calling on behalf of the Florida Democratic Party.

Are you aware that there is a special election occurring in your Senate District – Senate District 40 on September 26<sup>th</sup>?

Republican Frank Artiles used racist and sexist language to attack his fellow Senators and was forced to resign his seat in the State Senate. Democrats now have a chance to elect another Democrat to the State Senate.

This is an opportunity to send a message to Tallahassee and Washington that the voters of Miami will not stand for our elected leaders using racist and sexist language. Whether it is Donald Trump or our local State Senator we need to send a message that it is unacceptable to call people names.

We can win Senate District 40 and send another Democrat to Tallahassee by turning out and voting. We are signing up Democrats in Senate District 40 to Vote by Mail. Voting by Mail is an easy way to make sure your vote is counted on September 26<sup>th</sup>. Can I sign you up to Vote by Mail?

**Can I sign you up to Vote by Mail?**

[Clear this question's answer](#)

- Yes
- Yes - But I need more information
- Maybe
- Not interested in Vote by Mail
- I want to vote in person

Make sure you answer the survey question in the picture above! This is how we track the people we have talked to.

If 1 or 2

Great – I can actually patch you through to the Supervisor of Elections. If you agree – I will forward your call to the Miami Dade Supervisor of Elections. Once connected to the Miami Dade Supervisor of Elections you will be connected to an employee of the Miami Dade Supervisor of Elections.

Please inform them of the following:

- 1 Your intention to Vote by Mail
- 2 Your Name
- 3 Your Date of Birth
- 4 Your Address
- 5 The Address you would like your ballot mailed

If for some reason the call is dropped the direct line for the Miami Dade Supervisor of Elections Vote by Mail department is 305-499-8444 or you can request a ballot online at <http://www.miamidade.gov/elections/voter-information.asp>

Patch this person to Miami Dade Supervisor of Elections

If the voter would like to sign up to vote by mail, we can patch them right through to the Supervisor of elections by pressing the “Go!” button. It’s easy to miss – but it’s right there below the link to the Miami Dade Supervisor of Elections.

ONCE THE CALLER IS PATCHED THROUGH YOU WILL BE DROPPED FROM THE CALL. PRESS THE “MAKE CALL BUTTON TO MAKE ANOTHER CALL.

If 3, 4 or 5

Well I certainly hope you are planning on voting. This is an important election and we expect turn out to be very high. We want to make sure your vote is counted in the fight against Republican extremism. Can I count on you to vote on during early vote or during election day?

### How do you plan on voting in the Special Election

[Clear this question's answer](#)

- In Person Early
- In Person Election Day September 26th
- Vote By Mail
- Not Sure
- Not Voting

Great! Can I add you to our list to be informed of upcoming volunteer events in Senate District 40?

### Would you be interested in volunteering for the special election in SD 40?

[Clear this question's answer](#)

- Yes I'd Love to Volunteer
- Yes I'll Volunteer - Not at this time
- Maybe
- Probably Not
- While I enjoy posting things on Facebook - I don't actually want to help.

If the voter does not want to request an Absentee Ballot – We have two follow up questions. We really want to know how these individuals will vote in the special election. If we can tag them with preferred vote method, we can better communicate with them during GOTV!

Also, all of these calls are going to strong Democratic Voters in SD 40, let's not forget to ask them to volunteer!

## Logging Out

The Log Out button is at the upper right hand corner of the screen. Remember to log out! We must pay for this service – if you stay logged in we will be charged for your minutes!!!

